Advanced
KITCHEN MINDER™
Self-Study Guide

Your Guide to…

Navigating…

Analyzing…

Evaluating and…

Coaching for…

Improving KITCHEN MINDER™ Operations

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Advanced KITCHEN MINDER™ Self – Study Guide

Advanced KITCHEN MINDER™ Operations

Icons – The icons below will be used throughout this Guide

Information	Tip	Click on	Your computer	Your keyboard

Advanced KITCHEN MINDER™ Operations Self-Study Guide Overview

The Advanced KITCHEN MINDER™ Operations Self-Study Guide is designed for use by Above Restaurant Leaders. The Guide contains step-by-step procedures and information that, in conjunction with Team Member, Introductory and Intermediate KITCHEN MINDER™ Training, will assist the Leader in driving proper KITCHEN MINDER™ Procedures with the goal of improved Guest Satisfaction.

Mastering the use of Daypart 3 will enable the restaurant to minimize waste and produce better quality products during slower business periods. Daypart 3 usage should have MUM approval with regard to which items are cook to order and at what times Daypart 3 may be used. Daypart 3 enables the Manager to cook some products as they are ordered to minimize the amount of waste that occurs with infrequently sold products.   Daypart 3 may be selected by the Manager when the ½ hourly sales are much less than the rest of the day. The proper use of Daypart 3 will build Team Member trust in the KITCHEN MINDER™ System because the KITCHEN MINDER™ will not be asking the Team Member to cook products that may be wasted due to the low sales volume.

Times to consider using Daypart 3:

- After the dinner period when Guest traffic is sporadic
- During the snack daypart, when ½ hourly sales drop below a specified amount
- At the end of Daypart 1 until the beginning of peak lunch
    - Some Managers who use Daypart 3 for the first 45 minutes of lunch have seen a reduction in unnecessary waste, particularly on the specialty board items. Using Daypart 3 at this time allows cook to order on those items that are being wasted before 11 a.m. The following factors should also be considered:

Product Cook Time – Is the product cook time longer than the Speed of Service standard?

Product Hold Time – Products with short holding times can negatively impact waste during slow periods.

Product Cost – Carefully weigh the cost of potential waste against a negative Speed of Service (SOS) impact.

Each restaurant will need to be evaluated separately based on its product mix trends. Review the product mix reports from an average day and a slow day of the week. Highlight the highest sold PHU items noting each product's cook time, hold time, and cost. Next, pull product mix reports at 8 p.m. and then at the end of the day to see what the restaurant is truly selling between 8 p.m. and the end of day. If a product has high sales and/or a long cook time, it is not advisable to cook it to order. If a product has very low sales during the period, and the cook time is short, it may be a good selection for cook to order. This could be a trial and error process in the beginning. Waste must be monitored closely each day. Repeat the process above as needed until the correct products have been identified for cook to order.

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For a product to be displayed on the KITCHEN MINDER™ Screen, it must be programmed into one of the connected, numbered PHUs on the Program PHU tab of the PC MINDER™ Software (see KITCHEN MINDER™ EEG, page 12 – Product Location Test, to identify and number PHUs). There are three dayparts in the PC MINDER™ Software. Breakfast products are programmed on Daypart 1. All regular menu items held in a PHU or timed by a FLEXI-TIMER™ are programmed on Daypart 2 and must be programmed into the PHUs on the Program PHU tab of the PC MINDER™ Software. All regular menu items that are not cook to order are programmed on Daypart 3.

Be sure Daypart 2 is displayed by clicking on the "Day Part" button until Daypart 2 is displayed. Once all peak period products are programmed into Daypart 2, complete the following steps.

These steps will copy the product on Daypart 2 into the same locations on the Daypart 3 page.
Daypart 3 is set up in PC MINDER™ Software shown on page 4, section G of the KITCHEN MINDER™ Equipment Emphasis Guide (EEG).
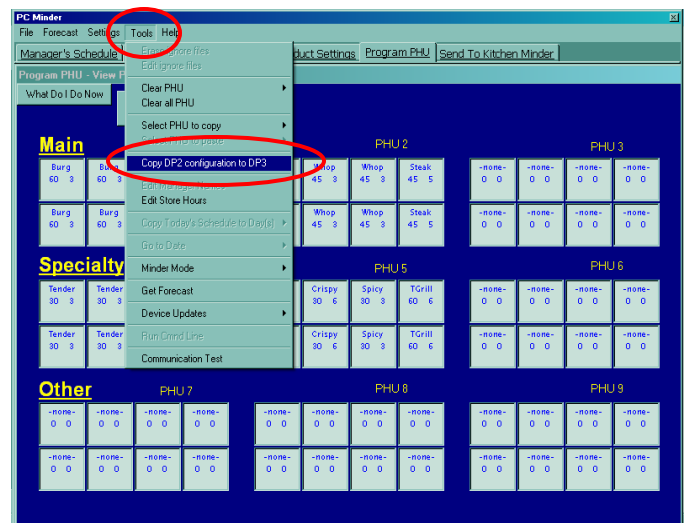
Note: When programming PHUs, assign specialty products that will be cook to order to the same PHU if possible. When changing to Daypart 3, this PHU may be now empty, allowing the power to be shut off to the unit.
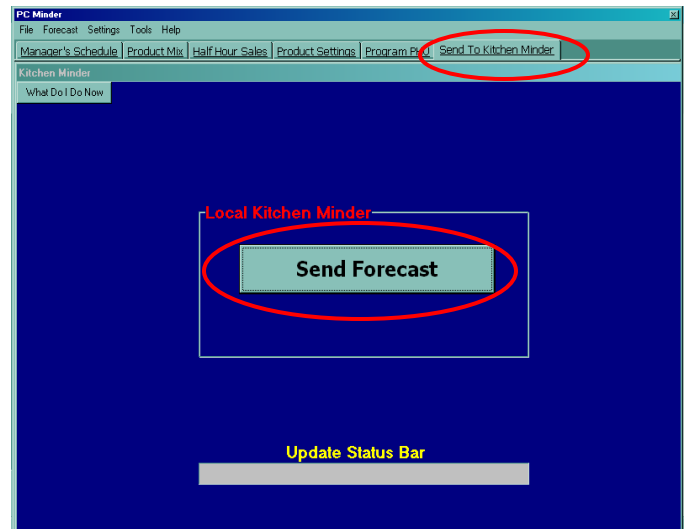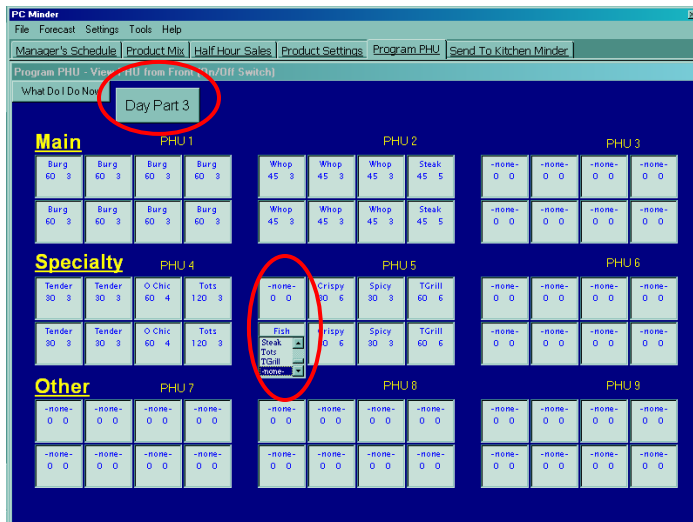
On the Program PHU tab:
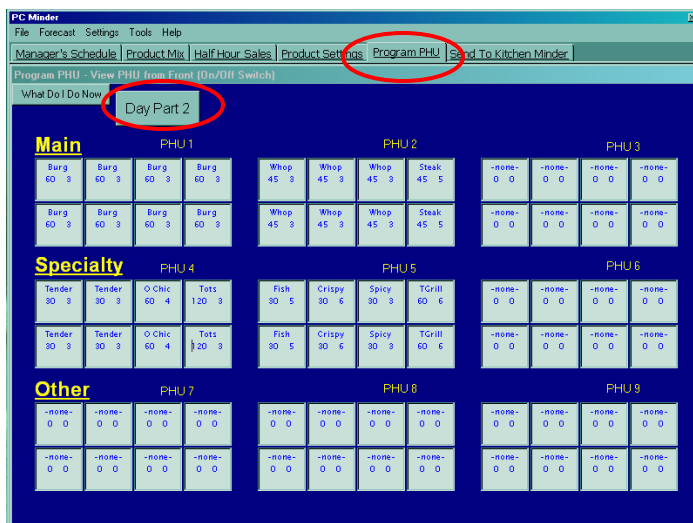
A—Verify current settings are accurate

B—Select "Tools", then select "Copy DP2 configuration to DP3"

You can toggle between Dayparts 2 & 3 more than once per day. Use Daypart 3 with care, and only after reviewing sales projections.

C—Use "Day Part" button to display DP3. Select "None" from drop down box for all Products that will be "Cook to Order"

D—Send changes to KITCHEN MINDER™ Save changes when closing program

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IMPORTANT! – Products held in the PHU will LOSE their current hold time when moving between dayparts ONLY if they move to different pans on the new daypart. Therefore, you should make every effort to keep products in the same location whenever possible on all dayparts. Remember a two pan rotation MUST BE maintained ON ALL DAYPARTS!

Daypart 3 is activated manually by the Manager on duty. Press the "Daypart" button on the KITCHEN MINDER™. Use the "Arrow" buttons to toggle the number displayed on the screen between Dayparts 1, 2 or 3. Press the "Daypart" button again to finalize the change.

This message is displayed each time you toggle between Dayparts 2 & 3

> > Manual DP Change > >02:03 PM

Change to Daypart 3!
Press Daypart Key
All timers will reset
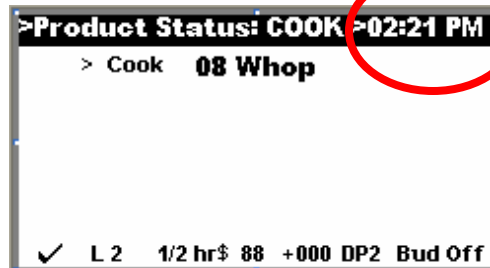Except pans with same
products

L 2   1/2 hr$ 109 +000 DP2 Cancel

Once Daypart 3 is implemented, follow-up on every visit to see how the restaurant Team is performing. Waste and potential errors should gradually be reduced over time. It may be necessary to make adjustments to the cook to order product list. In most cases, you should allow approximately 30 days to monitor the results. Make adjustments to the Daypart 3 settings as needed, after determining the impact on waste and Speed of Service.

Increased knowledge about the KITCHEN MINDER™ System can resolve iss   nd result in less time spend on
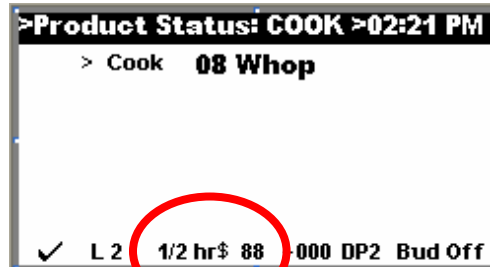
5 Minute Check

The 5 Minute Check is a tool to help determine the status and accuracy of the KITCHEN MINDER™ System. This check should be completed when entering the kitchen for the first time each day.
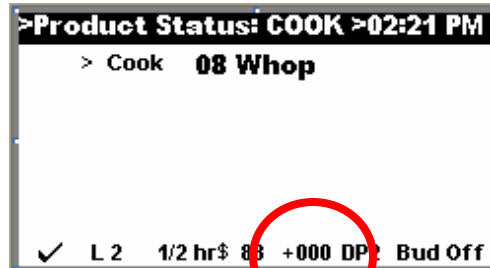

A. Is the time correct?

If no, select "Menu" button, scroll using "Arrow" keys to highlight "Set Time". Press "Select" key. Use "Arrow" keys to change values, "Select" to move to next setting. Use "Set Time" function key when finished
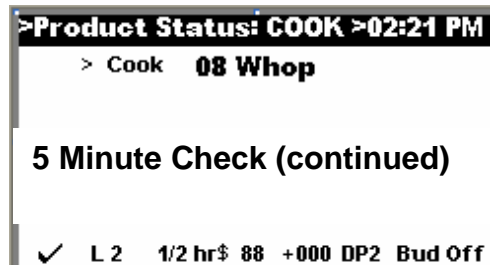

B. Are sales projections accurate?

Compare current ½ hour sales on display vs. sales in Command Station. Check Forecast in use by selecting "Menu" button, then view date on screen

C. Is the Sales Level increase/decrease correct?

Manager must explain anything other than 000. To correct, select "Sales Level" key, use "Arrow" keys to increase/decrease by 5% increments, then "Select" key to lock in changes

5 Minute Check (continued)

D. Is the Daypart setting correct?

Use "Daypart" key to change this setting

5 Minute Check (continued)

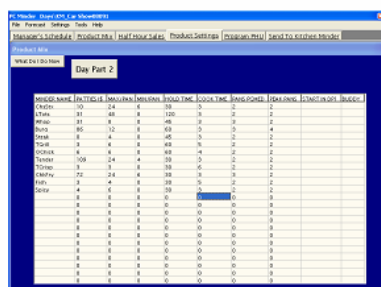## Check the following on the Back of House Computer

Open the PC MINDER™ Software

A. Are the Product Settings correct?
Select the "Product Settings" tab. Use the "Day Part" button to view all products. Ensure product holding times and maximum per pan settings do not exceed OPS standards. Minimum per pan settings are only used for "finger foods". Cook times follow OPS standards rounded to the next whole minute.

B. Are PHUs programmed properly?
Select the "Program PHU" tab. Use the "Day Part" button to view all three dayparts. Ensure a minimum of two pans per product is in use, and that Daypart 3 is programmed for all products except those that are cooked to order.

Product Settings

Product	Max Per Pan	Hold Time	Cook Time
Whopper	9 (8*)	45	3
Burger	12	60	3
Fish	6	30	5
Tenders	24	30	3

* Duke Broiler

NOTE FOR NIECO MPB94 USERS - For the proper cook time setting for this broiler, determine the time needed to cook a full pan of product (using the "Max Per Pan" number in use) while cooking in Position 1, and divide by 2. Example, Whopper patties cook time for a full pan (9) while in Position 1 on the broiler is 6 minutes, enter 3 minutes as the cook time.

Many issues that occur with the KITCHEN MINDER™ System can be quickly corrected by checking a few key items. Before calling for technical support, check the following items:

Cables – Ensure all cables going to/from the KITCHEN MINDER™ and PHUs have clean and undamaged connectors on each end. Verify all flat gray PHU cables have NOT been purchased locally. Telephone cables **WILL NOT** allow the equipment to function properly.

Ports - Inspect the cable ports on the KITCHEN MINDER™, PHUs and the back of house computer. Be sure ports are clean and free of any grease or foreign materials.

Settings – Verify all PC MINDER™ Software and KITCHEN MINDER™ Settings are configured properly.

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PC MINDER™ Software - If the forecast cannot be sent to the KITCHEN MINDER™ or the QES™ is not communicating with the KITCHEN MINDER™, run a communications test to re-establish communication port (com port) setting:
   o   Select "Tools" from the menu
   o   Select "Communication Test". The "Serial Communications Diagnostics" window will open
   o   Click "Find Serial Communications Port". This action will configure the com port setting for both PC MINDER™ and QES™ Software programs.
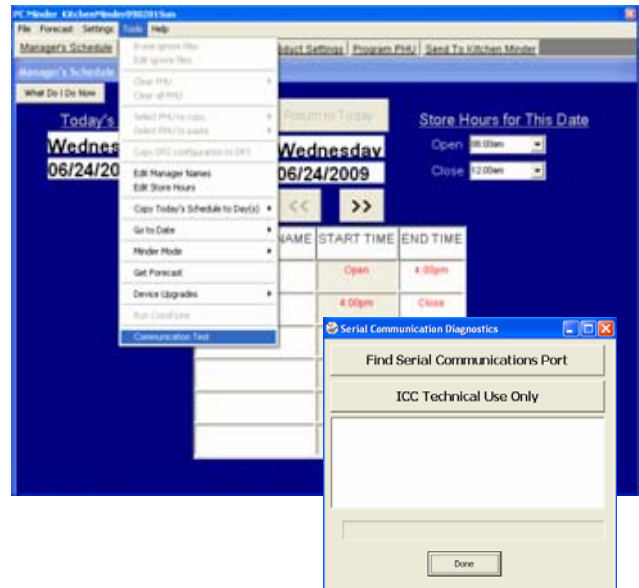
QES™ - If the error data for the current day is not displayed when opening the QES™ Software, check the com port setting. The com port is controlled by PC MINDER™ Software. See the steps above to check communication.
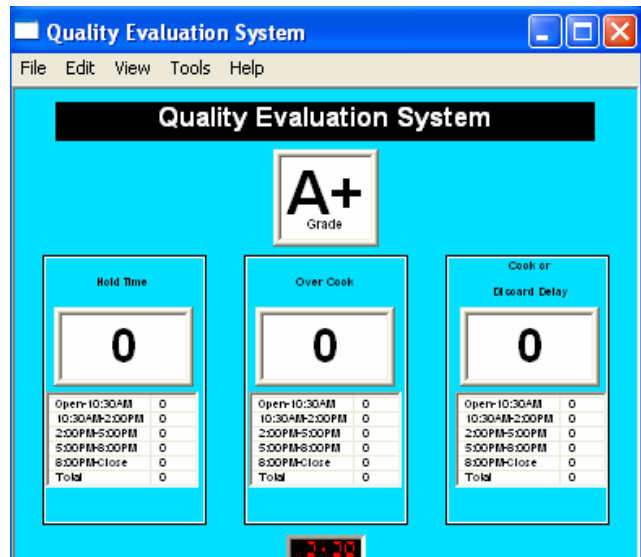
The KITCHEN MINDER™ System is a required piece of equipment, and it must be in working order at all times. The KITCHEN MINDER™ EQUIPMENT EMPHASIS GUIDE is designed to provide critical troubleshooting information for the System. ***Please have your EEG for reference while reviewing this section of the Guide.***

The KITCHEN MINDER™ Equipment Emphasis Guide (EEG)

Available on OPS Connect, the EEG is an outstanding tool for all users of the KITCHEN MINDER™ System. It contains several components that assist the Management Team in taking advantage of all the system has to offer, and provides direction in solving common issues. There are four main components of the EEG:

Check It – This section outlines key areas to review to ensure the system is being used to its fullest potential. RGMs, Senior Assistants and MUMs should become familiar with the content and review these items on a regular basis.

Change It – This section has instructions on programming information and other changes that may be needed from time to time. Topics such as changing store hours, Manager names, adjusting product settings and adding new products are covered in detail.

Fix It - A detailed troubleshooting guide for the KITCHEN MINDER™ and both the PC MINDER™ and QES™ Software is presented here. This section should be reviewed thoroughly prior to contacting ICC or other support functions.

ICC Technical Support
877-ICC-8788
(Or local ICC Representative in International Markets)
Mon – Fri 8:00 A.M. – 8:00 P.M. EST

QES Online™Access – Log into your computer and follow along

o The QUALITY EVALUATION SYSTEM™ is a key component of the KITCHEN MINDER™ System. It provides the Restaurant Management Team with the ability to monitor Team Member execution of food quality procedures every minute of every business day.

o This information and more is available to Above-Restaurant leaders through QES Online™. By using QES Online™ on a regular basis, the MUMs/Franchisee are able to assist their RGMs in developing meaningful action plans to improve food quality and Guest Satisfaction.

QES Online™ uses an additional color/rating system that is not seen on restaurant-level QES™ Reports:

**EXCELLENT RATING = A & B GRADES**
AT STANDARD   = C GRADES
BELOW STANDARD = D & F GRADES

o The QUALITY EVALUATION SYSTEM™ (QES Online™) database can be found on the ICC website (www.goicc.com).
o To gain access, one or more restaurants must submit QES™ Data on a nightly basis to ICC. This should occur following normal installation of the KITCHEN MINDER™ System.
o The franchisee/MUM must contact ICC to set up the user information for QES Online™ at 877-ICC-8788 (or local ICC representative in International markets.)
o Be prepared to provide ICC with all "above restaurant" users' full names, email addresses, and the restaurant numbers each user should be able to view.
o Management alignment can be customized to meet individual franchise group needs.

To Access QES Online™ for the **first time**:

STEP 1: Type in
 www.goicc.com
on an internet browser
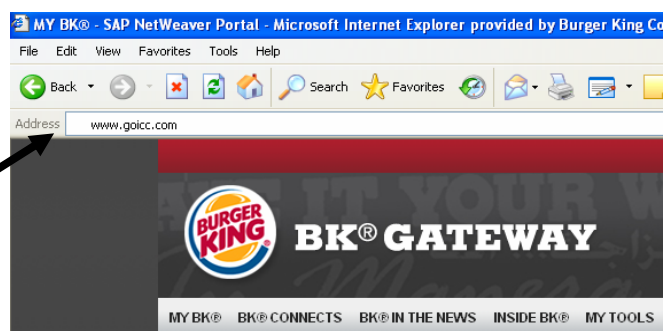
STEP 2: Once the ICC website opens, click the "QES™ Login" button as shown

STEP 3: Enter user name in the "Username" field. Enter the temporary password in the "Password" field. Click the "Login" button

STEP 4: The "User Preferences" page opens

Enter your **new** password.

There are additional options available on the User Preferences screen:

Initial Set-up - Select your preference on how the QES™ Data appears

Recommend removing this box - confusing

STEP 5: Selecting "No" excludes breakfast data when viewing total day/week/month data. Breakfast data can artificially inflate overall results for restaurants with average-to-lower volume breakfast sales. It is recommended that "No" be used since typically only two to three products are kept in the PHU at breakfast

STEP 6: "Business Week Starts On" – Select the *day* your week begins in your organization so the QES™ Reports will align with other business reports

STEP 7: Language – Choose desired *language*

STEP 8: Receive Email Reports – ICC will automatically send top-line reports for your area of responsibility based on the *frequency* you select for the "Average by Restaurant" report. Most choose weekly. After this selection click "*Submit*"

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After logging in, the district overview page is displayed.

Across the bottom of the header is ICC company information as well as the QES™ Login button.

Menu Options

Main Page – Returns users to the main page, login will be required to return

User Preferences – Returns to the settings/preferences page to change any settings such as password, mailings

Once you navigate away from your district page, a new link appears - Back to District - to return you to your district page

Show Breakfast – Will show breakfast grades/results for individual restaurants. Currently viewed results can be shown with or without Daypart 1 included in totals

Show Detail - Detailed error information for currently viewed restaurant(s)

Weekly email – View most recent data sent to your email account

Daily Grade Graph – Provides a daily or weekly graph for the currently viewed restaurant(s) that can be saved, printed or sent to an email account (see photos below)

Weekly Grade Graph - Provides a daily or weekly graph for the currently viewed restaurant(s) that can be saved, printed or sent to an email account (see photos below)
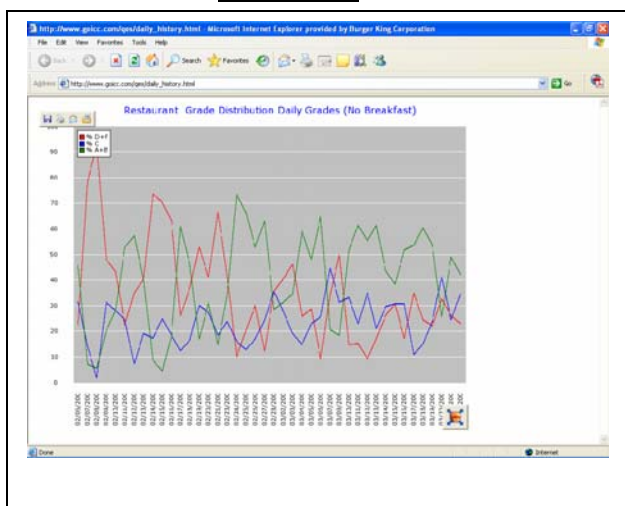
Daily Graph   Weekly Graph

There are three reports on your district page. Each of the three reports is explained below.

Day Box - Choose span of days to review (1-31 days)

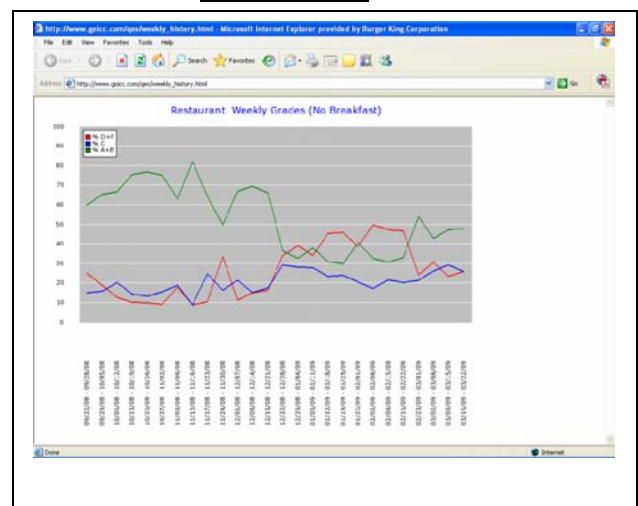**"View in Excel"** – Export and customize chart data (available for all QES Online™ reports)

Date Box – Choose end date of span chosen (previous 6 months to most recent period)

Drill-down Feature – Clicking any underlined item in QES Online™ provides more detailed data for item chosen

Report 1 - Average by Restaurant - The combined area average displayed at bottom of report

QES Online™

Home | Company Info | Products | Tech Support | International

Contact Us: 1.87

View in Excel

7 day

Average by BK

06/30/2009 - 07/06/2009

% of Time

D: BK	Below Standard	At Standard	Excellence
H: H	52.9	21.3	25.8
B: B	38	19.4	42.6
W: W	36.8	28.3	34.9
O: O	26.6	10.7	62.7
K: K	10.9	10.9	78.2
R: R	7.4	7.4	85.2
	5.7	5.7	88.7
Average	32.6	15.7	51.7

Report 2 - Daily Average % of Time by Restaurant - Shows the previous 7 days results individually and combined for the week

By Restaurant – displayed vertically

By Area/Group – displayed horizontally

View in Excel

Daily Average % of Time by BK
Bel Std, At Std., At Exc.

Day	H	B	W	O	K	R	P	Below Standard	At Standard	At Excellence
07/06/2009	57.4	-	-	3.8	-	-	-	30.8	15	54.2
07/05/2009	67.9	-	-	100	-	-	-	84.1	8.4	7.5
07/04/2009	27.8	-	-	7.7	-	-	-	17.9	26.4	55.7
07/03/2009	35.2	-	-	20.8	-	-	-	28	18.7	53.3
07/02/2009		-	-	3.7	-	-	-	15.7		
07/01/2009	100	40.7	34	22.6	-	14.8	3.8	35.9	10.3	53.8
06/30/2009					10.9	5.6	7.5	24.8		59.4

Report 3 - Weekly Average % of Time by Restaurant

Shows both individual restaurants and area/group results for the previous 6 months by week and can be helpful in analyzing performance trends over time. Restaurant results are displayed vertically, area/group results are displayed horizontally (same as report #2)

View in Excel

Weekly Average % of Time by BK
Bel Std, At Std., At Exc.

Week of	H	B	W	O	K	R	P	Below Standard	At Standard	At Excellence
06/29/2009	52	40.3	38.3	17.7	10.9	12.4	10.6	28.7	15.8	55.6
06/22/2009	28.3	50.8	34.5	26.2	2.8	4.1	20.8	23.7	13.3	62.9
06/15/2009	55.5	70	50.4	24.9	2.1	6.4	13.7	28.7	12.9	58.4
06/08/2009	43.7	53.4	41.5	20.8	7.2	1.3	5.7	28.6	14.9	56.5
06/01/2009	40.7	15.5	49.5	15.1	3.5	14.1	4.7	20.6	16.4	63
05/25/2009	42.9	29.3	70.1	9	1.6	7.5	7.5	22.5	13.2	64.3
05/18/2009	37	23.9	47.7	12.1	1.9	11.9	4.9	19.2	16.7	64.1
05/11/2009	34.5	37.9	14	7.2	0.8	16	6.9	17.3	14.4	68.3
05/04/2009	50.3	27.3	56.6	23.1	16.3	24.3	3.8	28.6	15.6	55.8
04/27/2009	69.2	35.7	79.8	26.2	31.4	27.9	4.9	41.3	13.6	45.1
04/20/2009	26.3	29.6	43.4	7.4	8	6.2	2.4	17.2	14.8	67.9
04/13/2009	40.6	31.1	37.5	24.5	38.7	24.1	11.1	34.6	25	40.4

Clicking on an underlined restaurant in the initial view will open a new display for the chosen restaurant

A series of reports are now displayed for the chosen restaurant. The date displayed is shown in the drop-down box and can be changed to any date in the previous six months

Color coding is used to rate periods

EXCELLENT - Only A or B for all 15 minute periods

STANDARD – At least one 15 minute period with C rating, no D or F 15 minute periods

BELOW STANDARD – At least one 15 minute period with a D or F

Forecast Selected – This field displays the time of day that the restaurant sent the sales/product mix forecast from the Back of House (BOH) computer to the KITCHEN MINDER™. This should be performed at least 15 minutes before opening the restaurant

There is no penalty for performing this function more than once per day

Daypart Change Over – This field displays all day part changes that were made on the KITCHEN MINDER™ System, as well as the time they occurred. *Note – Forecast Selected and Daypart Change Over should be closely monitored by the above Restaurant Leader to ensure the restaurant is properly using the KITCHEN MINDER ™ System*

By scrolling down the "Restaurant Level Report by Date" screen, the following reports can be viewed:

Grades by 15 minutes

Displays each 15 minute grade for the hour vertically below each hour for the day listed

The 15 minute grade periods are averaged to determine the restaurant's overall grade for the day

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Grade Detail

Displays percentage of 15 minute periods during the day the restaurant was at each grade level

Grade Detail

%A	%B	%C	%D	%F
19.4	37.5	25	9.7	8.3

Errors by Manager

Displays detailed information for each Manager's shift for the date viewed, as well as a total grade for each shift

Errors by Manager

Start Time	End Time	Manager	Hold Time	Over Cook	Delays	Total	Grade
6:00am	4:00pm	Manager 1	34	20	41	95	B
4:00pm	12:00am	Manager 2	31	12	86	129	C

Clicking on the Manager's name (shown here as "Manager 1" and "Manager 2") will open a detailed report for the chosen Manager's shifts for the past 6 months. Clicking on the underlined date will open the detailed restaurant report for the date chosen.

This is an excellent source of information when planning a KITCHEN MINDER™ coaching session.

Manager History

Date	Start Time	End Time	Hold Time	Over Cook	Delay	Total	Grad
03/25/2009	6:00am	4:00pm	18	8	45	71	B+
03/20/2009	6:00am	4:00pm	30	18	56	104	B
03/19/2009	6:00am	4:00pm	16	17	65	98	B
03/18/2009	6:00am	4:00pm	23	13	41	77	B+
03/13/2009	6:00am	4:00pm	19	18	36	73	B+
03/12/2009	6:00am	4:00pm	18	27	35	80	B+

Errors by Daypart

Displays number of errors by type, as well as grade for each daypart. Total for the day is displayed at the bottom of the report

Note that dayparts in this view do not coincide with the dayparts used in PC MINDER™ Software.

Errors by Daypart

Daypart	Hold Time	Over Cook	Delay	Total	Grade
6:00am - 10:30am	1	6	16	23	A
10:30am - 2:00pm	3	11	19	33	B+
2:00pm - 5:00pm	1	3	8	12	A
5:00pm - 8:00pm	0	40	11	51	B
8:00pm - Close	1	20	225	246	F
Total	6	80	279	365	

Errors by Product

Displays number of errors by type and combined for each product. Breakfast products are shown in Daypart 1, regular menu products are shown in Daypart 2 and Daypart 3

Errors by Product, Daypart 1

Product	Hold Time	Over Cook	Delays	Total
Saus	0	2	2	4
Bisc	0	0	0	0
Bk Egg	0	3	0	3
CHSTOT	0	1	1	2
BCHKN	1	0	3	4
SHOTS	0	0	8	8
Mushrm	0	0	0	0
Total	1	6	14	

Errors by Product, Daypart 2

Product	Hold Time	Over Cook	Delays	Total
Whpr	1	0	24	
Fish	0	0		15
Cgrill	1		5	29
Tcrisp	0		13	13
CHKFRY		2	43	45
CHSTOT	0	0	12	12
Tender	0	2	29	30
SPCHKN	0	0	11	11
Steak	2	12	23	37

Errors by Product, Daypart 3

Product	Hold Time	Over Cook	Delays	Total
Whpr	0	0	0	0
Fish	0	0	0	0
Cgrill	0	0	0	0
Tcrisp	0	0	0	0
CHKFRY	0	0	0	0
CHSTOT	0	0	0	0
Tender	0	0	0	0
SPCHKN	0	0	0	0
Steak	0	0	0	0

Another indicator as to whether the Manager is using Daypart 3 is the Errors by Product – Daypart 3. If there are no errors listed, DP 3 is probably not being used.

Daily Error Totals

Displays detailed information for the chosen restaurant by date, for up to the previous 6 months. This report is very helpful in analyzing performance trends over time

Daily Error Totals

Day	Hold Time	Over Cook	Delays	Total	Below Standard	At Standard	Excellence
03/25/2009	33	31	122	186	11.3	19.7	69
03/24/2009	62	13	168	243	19.7	35.2	45.1
03/23/2009	68	19	169	256	31	22.5	46.5
03/22/2009	65	32	127	224	16.9	25.4	57.7
03/21/2009	1	0	42	43	2.7	0	97.3
03/20/2009	4	0	3	7	0	1.3	98.7
03/19/2009	66	34	129	229	16.9	18.3	64.8

Effective Coaching

Why Coaching Sessions?
- o When completed properly, coaching sessions can bring about positive change in the restaurant's performance and increased manager confidence, as knowledge and ability to execute against the BURGER KING® standards of cooking, holding and discarding products improve.

What is the MUM's responsibility?
- o In order to effect lasting change and continued improvement of KITCHEN MINDER™ Operations, the MUM must not only be an expert on the KITCHEN MINDER™ and the QES™, they must:
  - o Be able to effectively coach managers
  - o Use the 4 Steps of Effective Coaching (introduced below) to plan and deliver an effective KITCHEN MINDER™ Coaching Session

What is the Coaching Session frequency?
- o It is recommended coaching sessions are done 45 days after Intermediate Level Training and quarterly thereafter to monitor performance

4 Steps of Effective Coaching

1) **Analyze…**Data via QES™ and QES Online™

2) **Analyze…**Opportunities via in-restaurant observation

3) **Evaluate and Prioritize…**Key Findings from steps 1 and 2

4) **Coach…**for improved Guest Satisfaction

KITCHEN MINDER™ Coaching Process Overview

2 weeks prior

- Schedule date and time with the Restaurant Manager

- Plan 2½ hours for restaurant visit

1 - 2 days prior – approximately 1 hour in MUM office

- Analyze QES Online™ Restaurant data *(Analyze Data, QES™ – Coaching Step 1)*

- Utilize Data Collection Worksheet (Appendix) to organize data

Day of visit - 2½ Hours

- Review Command Station sales forecast and Manager awareness of projected sales

- Complete the KITCHEN MINDER™ 5 Minute Check

- Use the KITCHEN MINDER™ MUM Coaching Tool – Restaurant Manager Accountabilities *(Analyze Data, In-Restaurant Observations – Coaching Step 2)*

    o PC MINDER™ – 15 minutes
    o KITCHEN MINDER™ – 60 minutes
    o QUALITY EVALUATION SYSTEM™ – 30 minutes

- KITCHEN MINDER™ System – MUM Coaching Planner – 15 minutes *(Evaluate & Prioritize – Coaching Step 3)*

- Coaching session with Restaurant Manager - 30 minutes *(Coaching for Improved Guest Satisfaction –Coaching Step 4)*

The following sections show the steps to analyze restaurant and individual performance by using the data available on QES Online™ and in-restaurant observations using the *KITCHEN MINDER™ MUM Coaching Tool.* Using the Data Collection Worksheet, prioritize opportunities to coach using the *KITCHEN MINDER™ System – MUM Coaching Planner.*

STEP 1: Analyze QES Online™ Data

Use the worksheet located in the Appendix to record the information you gathered from these reports.

KITCHEN MINDER™
Data Collection Worksheet

QES™ Online Data Observations   MUM Coaching Tool Observations

The restaurants are ranked according to their "Below Standard" scores with lowest scoring at the top.

A) To begin the analysis, look at the 3 reports on the Main page of the QES Online™ Report. Compare the performance of the restaurants against each other and against the average. Click on the drop down box at the top of the page to change the report length from 1 day to 31 days as well as the week, month and year to date reports.

Remember, the information can be exported to Excel to create your own reports.
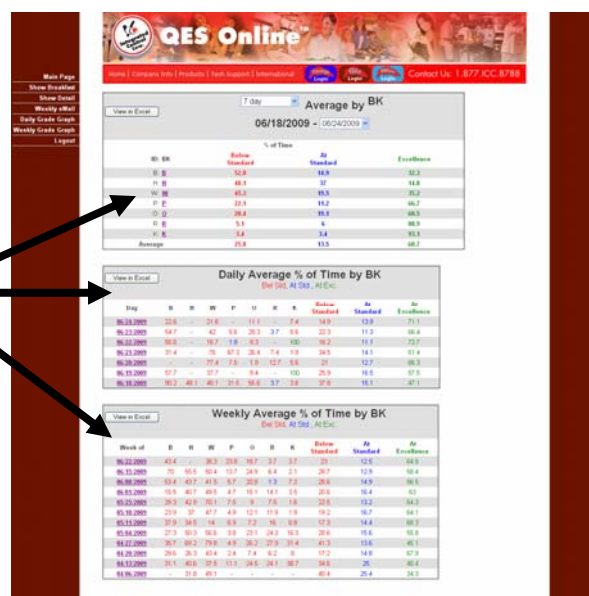
B) To access one restaurant's information, click on the restaurant number, which is underlined.

Note: *Restaurant numbers have been changed to letters for this report to mask the restaurant's identity.*

View in Excel	7 day	Average by BK		
	06/18/2009 - 06/24/2009			
			% of Time	
ID: BK		**Below Standard**	**At Standard**	**Excellence**
B: B		52.8	14.9	32.3
H: H		48.1	37	14.8
W: W		45.3	19.5	35.2
P: P		22.1	11.2	66.7
O: O		20.4	19.1	60.5
R: R		5.1	6	88.9
K: K		3.4	3.4	93.1
Average		25.8	13.5	60.7

06/23/2009 ▾ Rating: **Below Standard**

Forecast Selected: 06:03
Daypart Change Over: 10:18 (1=>2)

Grades by 15 Minutes

	AM							PM												AM					
6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5
A-	A	A-	B	A	A+	A	B-	A+	A-	B-	A	A+	A	A+	A-	B+	A
A+	A	B+	C	A	A	A	A-	A+	A+	A-	B+	A	A	A+	A	B+	A
A+	A+	A-	B+	A	A	A+	A	A	A+	A	A-	A	A+	A	A+	B+	A
A+	A+	A-	A	A	A+	B+	A	B	B	A+	A	A	A+	A	A-	A	D

Grade Detail

%A	%B	%C	%D	%F
80.6	16.7	1.4	1.4	0

Errors by Manager

Start Time	End Time	Manager	Hold Time	Over Cook	Delays	Total	Grade
06:00	16:00	Manager 1	10	13	11	34	A
16:00	00:00	Manager 2	9	13	8	30	A

Errors by Daypart

Daypart	Hold Time	Over Cook	Delay	Total	Grade
6:00am - 10:30am	2	7	10	19	A
10:30am - 2:00pm	5	2	1	8	A
2:00pm - 5:00pm	4	4	2	10	A
5:00pm - 8:00pm	2	1	3	6	A
8:00pm - Close	6	12	3	21	A-
Total	19	26	19	64	

C) Begin analysis by making notes on the worksheet.

In this example, notice is that the restaurant was rated "Below Standard" because they had one "D" during one 15-minute period.

Next, notice that the restaurant did not send the forecast until 6:03 A.M. Sending the forecast to the KITCHEN MINDER™ System after the restaurant opens or after scheduled changeover will result in an "F" grade until the forecast is sent.

Also, notice that this restaurant did not use Daypart 3. If Daypart 3 had been used, there would be a record stating the change time and the time the restaurant changed to the right of the current information.

Make notes of the Grade Detail.

In the "Errors by Manager" report, make note of the types of errors and when they occurred. Zero errors is not the goal. Unless prohibited by local regulations, proper names of the Managers should be listed, and are used to properly diagnose individual Manager performance.

The "Errors by Daypart" report displays the errors committed in each daypart. , and can help identify an opportunity during a specific daypart or throughout all dayparts. It can also be used in conjunction with the "Errors by Product" report to gain more information.

Errors by Product, Daypart 1

Product	Hold Time	Over Cook	Delays	Total
Bisc	1	1	1	3
Saus	1	2	0	3
Bk Egg	0	2	0	2
CHSTOT	0	2	9	11
Burger	0	0	0	0
Cgrill	0	0	0	0
Or Chk	0	0	0	0
Tcrisp	0	0	0	0
Tender	0	0	0	0
Mac&Ch	0	0	0	0
Fish	0	0	0	0
Whpr	0	0	0	0
Burger	0	0	0	0
Tcrisp	0	0	0	0
Tender	0	0	0	0
Whpr	0	0	0	0
CHKFRY	0	0	0	0
FTst	0	0	0	0
Mushrm	0	0	0	0
Cgrill	0	0	0	0
XT pty	0	0	0	0
Total	2	7	10	19

Errors by Product, Daypart 2

Product	Hold Time	Over Cook	Delays	Total
Burger	1	4	0	5
Or Chk	0	1	0	1
Tender	2	1	1	4
Whpr	0	4	0	4
Tcrisp	2	2	0	4
Fish	3	1	0	4
Cgrill	0	1	0	1
CHSTOT	2	2	0	4
SPCHKN	0	1	0	1
CHKFRY	0	0	0	0
Veggie	0	0	0	0
Veggie	0	0	0	0
Bshots	4	1	4	9
Mac&Ch	0	0	0	0
XTpty	3	1	4	8
Steak	0	0	0	0
XT pty	0	0	0	0
Mushrm	0	0	0	0
Total	17	19	9	45

Errors by Product, Daypart 3

Product	Hold Time	Over Cook	Delays	Total
Burger	0	0	0	0
Or Chk	0	0	0	0
Tender	0	0	0	0
Whpr	0	0	0	0
Tcrisp	0	0	0	0
Fish	0	0	0	0
Cgrill	0	0	0	0
CHSTOT	0	0	0	0
SPCHKN	0	0	0	0
CHKFRY	0	0	0	0
Veggie	0	0	0	0
Veggie	0	0	0	0
Bshots	0	0	0	0
Mac&Ch	0	0	0	0
XTpty	0	0	0	0
Steak	0	0	0	0
XT pty	0	0	0	0
Mushrm	0	0	0	0
Total	0	0	0	0

Once analyzing the data on this sheet is complete, select additional days and complete the same analysis, focusing on any trends or improvements over time. Use the worksheet to keep organized. Place worksheet, QES™ data sheets, along with blank MUM Coaching Tool and MUM Coaching Planner in a file folder. You are now ready to visit restaurant in a couple of days.

STEP 2: Analyze Opportunities Using In-Restaurant Observations

Begin the restaurant visit by reviewing the Command Station sales forecast and assessing the Manager's awareness of projected sales. Complete the KITCHEN MINDER™ 5-Minute Check. Be sure to record observations on the worksheet with your QES™ Online analysis.

Next, complete the KITCHEN MINDER™ MUM Coaching Tool with the Restaurant Manager. Make observations together and use this opportunity to check the knowledge of the Manager. It will take a little over 1½ hours to complete the review of PC MINDER™ Program, the KITCHEN MINDER™ System and QUALITY EVALUATION SYSTEM™.

Now, transfer your "No's" (Opportunities) on the MUM Coaching Tool to the right-hand column of the Data Collection Worksheet.

Ask the Restaurant Manager to open QES™ and print the sheets from the same day already analyzed so he/she will be able to view the data. Then check to ensure he/she knows how to analyze restaurant data.

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STEP 3: **Evaluate and Prioritize**

Use the data collected from QES Online™, the items marked "No" from the MUM Coaching Tool, your observations (all on the completed Worksheet) and list the opportunities in sections 1 & 2 on the MUM Coaching Planner. Identify the items, if corrected, would have the biggest positive impact on product quality and overall Guest satisfaction.

Kitchen Minder™ System - MUM Coaching Planner

Coach (MUM)_____   Date of Coaching Session_____

Coaching Topic_____   Time_____

Individual_____   Location_____

STEP 4: **Coaching for Improved KITCHEN MINDER™ Operations**

Coaching Session

1 Purpose - What is the Opportunity
(provide supporting information / reports)(Attach copies)

List no more than 3 prioritized opportunities from the data collection worksheet. Attach documentation, if approriate

2 What are the expected outcomes
(Ask for help in correcting the opportunity)

List the expected outcome of each opportunity when corrected.

3 What is causing this to happen

Determine the root cause of the issues that are identified.

4 What are some possible solutions to correct this opportunity

List all the possible solutions here.

Sections 3 through 6 are completed as part of the Coaching Session. Once the opportunities are listed, go step by step asking questions of the Restaurant Manager and getting his/her commitment to correct the opportunity.

5 What specific action will be taken by:
Mgr

List the actions that the MUM and RGM have agreed upon.

6 Agreed upon follow-up date(s)

List specific follow-up dates for each tactic here.

Commit to providing support for the Manager based on the activities involved. The Restaurant Manager may choose to re-train the Assistant Manager using the Intermediate KITCHEN MINDER™ Training Guide. The supporting role may be to visit the restaurant and follow-up on progress.

Discussion Notes
-
-
-
-
-
-
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-
-
-

Follow-up Notes
-
-
-
-
-
-
-
-
-

Outcome
-
-
-
-

Use these boxes to record the session notes and to follow-up. Keep everything in one place to aid organization.

Once the Restaurant Manager has corrected the opportunities, recognize the accomplishment and review the original plan to see if there are other opportunities that could be addressed. If there are, create a new coaching planner, or begin the entire process over again.

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Appendix

MUM Coaching Tool

KITCHEN MINDER™ Data Collection Worksheet

MUM Coaching Planner